

**UW 2-1-1 / Financial Assistance and Support; Food, Shelter, Clothing and Furniture; and Housing**

MAJOR CATEGORY 2016 - 2017	July '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17	Mar '17	Apr '17	May '17	Jun '17	Total '15-16
MONTHLY CALL VOLUME	9,083	10,460	8,648	9,688	6,202	5,329	6,642	5,500	5,028	5,412	6,299		78,291
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641	2,101	1,373	1,103	1,411	1,981		25,639
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164	1,385	730	649	1,052	1,494		14,867
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55	58	35	34	43	31		604
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382	1,488	904	768	950	1,603		21,042
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117	170	104	96	117	160		1,844
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124	171	143	115	102	188		1,916
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380	367	285	328	294	397		4,672
Food (Referrals)	688	665	551	1,168	505	506	441	273	278	443	506		6,024
Shelter (Referrals)	244	240	262	243	250	226	247	182	238	199	304		2,635
Clothing (Referrals)	66	112	107	89	80	62	171	40	53	60	105		945
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6	4	7	4	5	10		89
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35	47	46	68	54	60		566
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24	1:20	0:52	0:34	0:48	0:51		1:17
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24	4:01	4:18	4:26	4:05	4:02		3:54
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414	499	318	214	320	355		7,100
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%	7%	6%	4%	6%	5%		8%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%	-22%	-31%	-39%	-35%	-24%		-16%

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MAJOR CATEGORY 2015 - 2016	July '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Total '15-16
MONTHLY CALL VOLUME	9,802	10,222	9,501	8,447	7,066	6,405	8,493	8,009	8,377	8,399	8,318	9,343	102,382
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939	2,151	1,632	1,880	2,193	2,244	2,531	29,318
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341	767	790	1,187	1,348	1,621	16,647
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41	36	33	51	44	65	530
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384	1,801	1,397	1,697	1,555	1,499	1,910	24,892
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124	141	121	154	154	215	1,862
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161	176	189	178	140	240	2,273
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291	245	385	379	329	388	4,011
Food (Referrals)	434	493	539	399	293	435	325	205	391	483	461	662	5,120
Shelter (Referrals)	155	144	153	142	130	185	144	147	182	157	169	156	1,864
Clothing (Referrals)	63	86	137	97	48	53	30	24	51	37	50	55	731
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5	4	3	4	8	1	60
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32	49	59	61	81	56	620
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09	2:20	2:49	1:56	1:38	2:02	1:26	1:35	2:02
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32	4:05	3:38	3:48	4:13	3:58	3:45	3:38	4:01
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413	643	1,594	1,197	1,383	1,319	1,024	1,254	16,662
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%	15%	16%	15%	12%	13%	16%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%	17%	7%	3%	18%	12%	1%

**TOP REFERRALS for May 2017**

COJ / Social Services Division / Emergency Assistance Program	1308
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	737
NFCAA / LIHEAP Program / R.F Kennedy Center	489
Arlington Community Services	191
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	109
Faith-to-Grow / Cross-Cultural Outreach	72
Changing Homelessness / Veteran Assistance	66
Bridge the Gap, Inc.	59
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	54
St. Johns Social Services	53
Family Promise of Jacksonville, Inc.	53
The Potter's House / Food Pantry	51
Ability Housing of Northeast Florida, Inc.	46
elderSource	44
The Salvation Army of Clay county	44
Sacred Heart Catholic Church	43
Catholic Charities / St. Johns County / Emergency Assistance	42
NFCAA / Senior Day at JEA	42
Downtown Ecumenical Services Council, Inc. / Food Pantry	38
St. Vincent du Paul / Holy Spirit Catholic Church	38
Bethany Ministries / Food Pantry	36
The City Rescue Mission, Inc. / Emergency Support Programs	36
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	33
The Sulzbacher Center / Shelter Services	33
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	29
Trinity Evangelical Lutheran Church / Food Pantry	29
NFCAA / Clay County	28
Evangel Temple - Main Campus / Food Pantry & Clothing Closet	25
Catholic Charities Bureau, Inc. / Food Pantry	24
NFCAA / LIHEAP Program / St. Johns County	24
Emergency Pregnancy Services, Inc. / Riverside	24
The Salvation Army NEFL Area Command / Food Pantry	22
The Salvation Army of Clay County / Emergency Services	22
Trinity Rescue Mission Homeless Shelter	22



## Follow-up Calls May 2017

Total Number of Follow-up Calls attempted		605
Percentage of Follow-up Calls identified out of Total Call Volume ( 6299 )		10%
<b>Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1</b>		178
Percentage of Satisfied callers identified out of Total Contacts ( 182 )		98%
<b>Total Number of Referrals Called Three Times Without an Answer</b>		423
Percentage of Referrals Called Three Times Without An Answer		70%
<b>Total Number of Referral Calls That Received Assistance From An Agency</b>		96
Percentage of Referral Calls That Received Assistance From An Agency		53%
<b>Total Number of Referral Calls That Did Not Receive Assistance From An Agency</b>		86
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		47%
<b><u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u></b>		
<b>AGENCY =</b>		<b>44</b>
Out of Funds	2	
Unable to Reach, Line Busy	40	
Application Being Processed/Waiting	2	
<b>CALLER =</b>		<b>42</b>
<b>Caller Ineligible</b>		
Income Too High	0	
Previously Used Service	1	
Did not Meet Agency Requirements	15	
<b>Caller Did Not Contact Agency</b>		
Made Other Arrangements	3	
Did Not Call for Services	0	
<b>Other</b>		
Caller Rejected Assistance	6	
All Shelters / Services Full	1	
No Free Transportation	1	
Caller Missed Scheduled Appointment	8	
No Program Available / Service Does Not Exist	2	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	4	
Caller Doesn't Remember	1	
<b>TOTAL</b>	<b>86</b>	<b>86</b>

## Call Profile By County for May 2017

Duval	4633
Clay	429
St. Johns	415
Nassau	90
Putnam	87
Columbia	86
Suwannee	40
Baker	36
Hamilton	25
<i>Other Florida Counties</i>	43
<i>Other States</i>	21
<i>Caller declined to give</i>	39
<i>Abandoned calls, hang-ups</i>	355
<b>Total Calls for May 2017</b>	<b>6299</b>

## Top 10 Zip Codes - Duval County

Northside	32209	502
Westside	32210	398
Springfield	32208	230
Arlington	32206	217
Westside	32218	212
Northside	32244	194
Downtown	32202	177
Downtown	32211	174
Riverside	32205	156
Arlington	32277	146